



! Meningitis Awareness

Meningococcal meningitis and meningococcal septicaemia occur sporadically throughout the world. All new university entrants aged 24 or under are being offered (subject to vaccine availability) immunisation against Meningococcal Meningitis ACW and Y as part of the NHS vaccination programme. **The Department of Health strongly recommends you have the Meningitis ACWY vaccine, especially if you are in your first year at university. Students are more vulnerable to meningitis because of living in halls of residence or shared housing with people from all over the world.**

If you would like to have this vaccine, please call reception on 01603 251600 to book. The vaccine is free to all those eligible. Enjoy your time at university by making sure your health and wellbeing is a priority.

www.meningitisnow.org/meningitis-explained/signs-and-symptoms/meningitis-children-and-young-people/

! Exams - Special Conditions

If you require special conditions for your exam(s) eg; extra time for breaks due to a medical condition, please make a routine appointment with a doctor at **least 4 weeks before your exams are due to start** to discuss this, otherwise there may be a delay in your request being approved in time for your first exam.

Do you know what to do if you are ill during exam period?

During exam times, you should seek prompt advice from the medical centre if illness affects your revision or exams. It is essential that you come to the medical centre before your exam is due to start. Please ensure you tell reception that you have an exam.

IMPORTANT: All students (irrespective of whether you are registered with us or not) must come to the medical centre and see us (on the same day) if they are going to miss an event assessment, which include;

◆ Examinations ◆ Course Tests ◆ OSCEs (medical students) ◆ OSPEs (pharmacy students)

Visit our website www.umsuea.co.uk and click on 'exam/event assessment' for further information.

Text message appointment reminders

We operate an appointment reminder service in the form of a text message to your mobile phone, where you *should* receive a text up to 24 hours before with your appointment details on.

If we have your mobile number already you will automatically be registered to receive these reminders, but, if you would prefer to opt out of these reminders, please let us know.

DNAs (Did Not Attend) Appointments

Ever wondered why it can be difficult to get an appointment with a GP/Nurse? **In January 2017, 314 people failed to attend their booked GP/Nurse appointment! This is equal to 52.5 hours of wasted appointments!!!** With increased demand for GP and nursing services and very little extra funding to facilitate this rise, reducing the DNA rate could make a significant difference to appointment availability. **PLEASE...** if you cannot make your appointment, please let us know as soon as possible so we can offer it to someone else.



Online Appointment Booking/Ordering Repeat Prescriptions

Did you know you can book/cancel/manage your appointments online, update your address and order repeat prescriptions? You can do all this via our website and/or smartphone app. It's quick and easy to use – **To sign up, please contact umsuea@nhs.net with your name, date of birth and current address to receive your registration instructions.** You can book doctor and nurse appointments up to 4 weeks in advance. Visit the app store from your mobile, search 'Patient Access' app, download, sign in and away you go! Easy access to our appointment system and ordering medication.

Patient Access Download Links:

Google Play:

<https://play.google.com/store/apps/details?id=uk.co.patient.patientaccess>

iTunes: <https://itunes.apple.com/gb/app/patient-access/id612905214?mt=8>

! Annual Health Monitoring Recalls

Do you have Diabetes? Epilepsy? Asthma? Or any other medical condition that you are recalled annually for?

If you are due an annual review according to our records, you may soon be invited to have this. It is important to take advantage of these recalls, as it allows us to monitor your condition(s) and highlight any potential cause for concern. **Please check your emails regularly** to see if you have been recalled, and details on how to book.



Hay Fever

Hay fever affects approximately 2-3 million people in Britain each year. Usual symptoms are frequent sneezing, blocked nose, red/itchy/watery eyes, itchy roof of mouth, loss of smell and taste, headaches, dry and sore throat and dry tongue to name a few. Some people also experience asthmatic symptoms such as: wheezing, chest tightness and cough. Mild hay fever that cannot be avoided is best treated with anti-allergy tablets called antihistamines eg; Claritin or Cetirizine.

More severe hay fever can be helped by nose sprays (Beconase), inhalations, or eye drops (Opticrom) that are used regularly throughout the season to prevent the allergic response.

Most hay fever medications do not require a prescription, so they are available to purchase over the counter at any chemist.



Friends and Family Test

Friends and Family Test (FFT) is a way of gathering feedback on your experience, and we would like to encourage all our patients to take part in providing this feedback. You can do this either online via our website www.umsuea.co.uk (on the home page, scroll to the bottom of the page, and select the 'Patient Survey' icon) or in person when you are visiting the medical centre (postcards on the front reception desk for you to submit your feedback). We are currently also trialling the FFT via SMS and would appreciate it, if you could reply to the text message should you get one – thank you!



UEA Health & Wellbeing Service

Student Support Services (SSS) offer a range of professional, proactive and approachable services for students such as Mental Health advisers, Counsellors, general advisers, help with disability issues, finance issues and learning enhancement. Located on the Upper Street, between Waterstones Bookshop and the SU Building.

Opening hours and contact details;

Monday to Friday ♦ 09.00 - 17.00 ♦ Telephone 01603 592761 ♦ Email: studentsupport@uea.ac.uk

! Medication Review Dates

If you take regular medication, you will need to have a review on a regular basis - even if the prescription is on as a 'repeat' medication. How often you have a review depends on each individual and the type of drug. You will notice when you get your prescription, a 'review date' and you must book an appointment before this date to ensure continuity of your medication is not interrupted. **This is your responsibility.**



Travel Services...planning to go on holiday soon?

Whether you're off on a package holiday to relax, trekking through the Amazon, on Safari in Africa or exploring the world, our fully qualified and experienced Travel Health nurses can give you expert advice on staying healthy and safe abroad.

- Registered Yellow Fever Centre
- Full travel risk assessments and advice
- Travel vaccinations
- Malaria prophylaxis
- Travel products (all products cheaper than RRP)
- Free parking

Appointments are available throughout the week and you should aim to book your first appointment at least 8 weeks before you are due to travel. We do not give travel advice over the phone.

Your initial appointment will be for 30 minutes and the specialist nurse will run through a personal assessment of risks/needs, taking into account your length of stay, activities and any existing health problems. This assessment will determine which vaccinations/medication you require. Subsequent appointments are usually 15 minutes.

Feeling unwell? Not sure what to do or where to go?

These days there are lots of choices within the NHS. Making the right choice, at the right time will help you get the best possible treatment appropriate for your condition at that time. To help you decide, we have devised a list of services available;

Self-care	<p>Best choice of treatment for very minor illness and injuries, such as coughs, colds, sore throats, cuts, bruises etc. Keep a well-stocked medicine cabinet with;</p> <ul style="list-style-type: none">- Paracetamol or aspirin- Indigestion remedy- Plasters and a thermometer- Anti-diarrhoeal medicine- Rehydration mixtures
NHS 111	<p>Telephone 111 This is a free NHS telephone number (from both landlines and mobile phones) which you can call 24 hours a day, 7 days a week, 365 days a year. Confidential health advice and information www.nhs.uk/111</p>
Pharmacy	<p>Telephone 01603 505629 UEA Boots Pharmacy is your nearest (located on campus next to the Medical Centre). Mon to Fri 8.30-5.30pm, Sat 8.30-12.30pm, Sun closed</p> <p>You can visit any pharmacist when you have a common health problem that does not require being seen by a doctor or nurse. They can provide advice on common illnesses such as coughs and colds, including the best medicines to treat them.</p>
GP Surgery (UEA Medical Centre)	<p>Telephone 01603 251600 Open Monday to Friday, 8.30am to 6.30pm For urgent medical attention (non-life threatening) For illness and injury that will not go away Doctors and nurses available, pre-bookable and urgent on the day appointments www.umsuea.co.uk</p>
Out of Hours Service	<p>Telephone NHS 111 To be used when the UEA Medical Centre is closed (evenings & weekends) For urgent medical attention (non-life threatening)</p>
Accident & Emergency (Hospital A&E)	<p>Telephone 999 A&E departments should only be used in critical or life-threatening situations They provide immediate emergency care for people who show symptoms of serious illness or are badly injured. This includes;</p> <ul style="list-style-type: none">· Unconsciousness· Heavy blood loss· A deep wound or stab· A suspected heart attack or stroke· Difficulty in breathing· Severe burns· Severe allergic reaction· Suspected broken bones <p>Your nearest A&E department is at; Norfolk & Norwich University Hospital, Colney Lane, Norwich, NR4 7UY, 01603 286286 www.nnuh.nhs.uk</p>

Ref: Mr/OT

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